

ABSTRACT

1 A system and method for handling work items creates a work item object for
2 each work item entered into the system. Each object maintains information
3 regarding its state, and its type. Work items are maintained in queues, and each
4 work item contains information identifying the queue it is in. Business processes,
5 which may be controlled by people or automated modules, take items from queues,
6 and perform actions on them. Actions modify the state of an item, and can alter its
7 data. An item persists until the work it represents is completed.